



Your Safety is our Priority

All LTC employees continue to maintain the standards of quality service and concern for our customer’s safety.



Courtesy stops – Rider requested Courtesy Stops along LTC routes where safety permits

Customers are asked to use LTC bus stops whenever possible, however, if requested and it is safe to do so, Operators will discharge or pick up customers between stops particularly during hours of darkness (morning or evening) or in the event that the customer(s) safety and/or health may be jeopardized. Operators are required to use discretion when doing so, taking into consideration weather and traffic conditions, and safety. If the area is not deemed a safe place to stop, Operators will indicate this to the customer and make a stop at the nearest safe location on the route. Please note that on Express routes, due to their limited-stop nature, Operators shall only perform courtesy stops in emergency situations.



On-board Safety – On-board audio-video surveillance and ability for drivers to contact the police

Operators can notify the London Police Services via LTC Dispatch if need be.

In addition, LTC vehicles are equipped with digital recording devices intended both as a deterrent to acts of vandalism/violence, and also for investigative purposes in the event of incidents occurring on the vehicle.



Community Safety – With close to 200 buses on the road, LTC has many eyes on the community to assist when needed.

LTC plays a far greater role in community safety than that provided while customers are on-board the vehicle. Londoners should utilize LTC buses as a safe haven should they be in a threatening situation, or to flag down an LTC Operator if they are in need of immediate assistance where their safety is being threatened.



Incident Reporting – Report any suspicious or threatening activities to drivers and/or call 911

To report any other concerns, please email lto@londontransit.ca or, during business hours, please call Customer Service at 519-451-1347 select option '0' to speak to a representative who will assist you.

System safety and security is everyone's responsibility - see **something, say something**". Concerns can be reported to bus Operators.

Remember - in the case of an emergency, call 911 immediately.

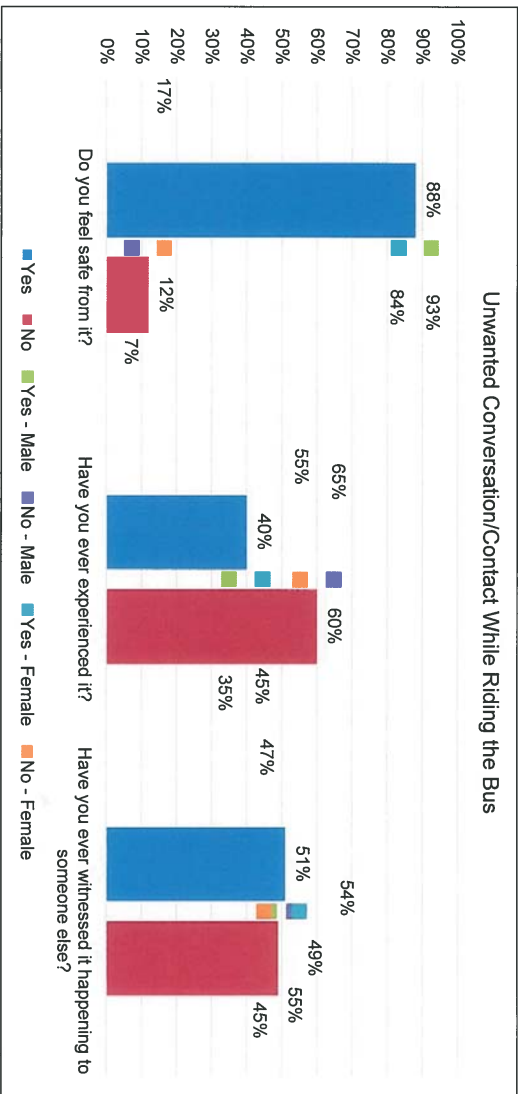
Safety & Security

- In Waves 1 and 2, customers were asked how safe they felt riding the bus and how safe/secure they felt while waiting for the bus. In Wave 3, London Transit requested a deeper dive into feelings of safety and security while riding and waiting for the bus. Customers were asked the following three questions about their experience while riding the bus and while waiting for the bus at the bus stop:
 1. Do you feel safe from unwanted contact/conversation?
 2. Have you ever experienced unwanted contact/conversation?
 3. Have you ever witnessed unwanted contact/conversation?
- Overall, customers feel safer while riding the bus than while waiting for it, but slightly more customers report having experienced and witnessed unwanted contact/conversation while riding than while waiting for the bus.
- In both scenarios, females feel less safe than males.
- In both scenarios, more females report having experienced and witness unwanted contact/conversation than males.



Unwanted Conversation/Contact While Riding the Bus

- 88% of customers feel safe from it (84% of females, 93% of males)
- 40% of customers have experienced it. (45% of females, 35% of males)
- 51% of customers have witnessed it. (55% of females, 47% of males)



Unwanted Conversation/Contact While Waiting at the Bus Stop

- 75% of customers feel safe from it. (72% of females, 81% of males)
- 37% of customers have experienced it. (41% of females, 32% of males)
- 43% of customers have witnessed it. (45% of females, 40% of males)

